

## Assignment 2

Textbook Assignment: "Operation of the Sales Outlets (continued)," chapter 2, pages 2-10 through 2-25.

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| <hr/> <p>Learning Objective: Identify the policies regarding pricing of merchandise in the ship's store afloat. (cont'd)</p> <hr/> |   | <p>IN ANSWERING QUESTIONS 2-2 THROUGH 2-5, SELECT FROM COLUMN B THE PRICE THAT SHOULD BE CHARGED FOR EACH OF THE SALES LISTED IN COLUMN A.</p> |   |
|  |   | <u>A. SALES</u>  | <u>B. PRICES</u>                                      |
| 2-1.   | When a mark-on is desired on selected items in the retail store, the retail store operator can only change the price of those items after what action is taken?   | 2-2. Sales to the commanding officer of ship's store stock for recreational purposes   | 1. Retail price<br>2. Cost price<br>3. Standard price |
| 1.   | Inventory is taken of those items by the ship's store officer or designated assistant in the presence of the retail store operator and the retail store operator signs and dates the Retail Price Change, NAVSUP Form 983 | 2-3. Sales to ships not operating ship's stores, when the transferring ship does not provide a composite recreation fund                       | 4. Mutually agreed-on price                           |
| 2.   | Notification by the ship's store recordskeeper to change the price  | 2-4. Sales of standard Navy clothing items to authorized customers   |   |
| 3.   | A number is assigned to the Retail Price Change, NAVSUP Form 983, from the Number Control, NAVSUP Form 980  | 2-5. Sales to merchant ships of ship's store stock   |   |
| 4.   | The bulk storeroom custodian breaks out new merchandise to the retail store   |  |   |
|  |   | <hr/> <p>Learning Objective: Identify the techniques and procedures for effectively displaying merchandise in the sales outlet.</p> <hr/>      |   |

- 2-6. What is the purpose of merchandise displays in the ship's store?
1. To show what is available for order
  2. To make the store look attractive
  3. To facilitate taking inventories
  4. To inform and educate the customer
- 2-7. Customer displays should be changed frequently for which of the following purposes?
1. To stimulate customer interest
  2. To make inventory easier
  3. To make room for breakouts of merchandise
  4. To rotate stock items into the display that were left out
- 2-8. What area of the retail store would be the best place to display large items?
1. On the very top shelf
  2. On a shelf located at eye level
  3. On the ledges in the retail store
  4. On one of the lower shelves
- 2-9. The retail store operator can accomplish which of the following actions to help the customer in selecting what they need?
1. Use a sign to identify new or out-of-stock items
  2. Display merchandise so labels face right side up
  3. Display items so the purpose is obvious
  4. All of the above
- 2-10. Which of the following would be an example of merchandise that is not readily accessible?
1. Soap stocked behind deodorants and hair spray
  2. dungaree trousers stocked near dungaree shirts
  3. Small items stowed on a shelf at eye level
  4. All of the above
- 2-11. If available, ledges in the retail store should be used to store merchandise that cannot fit on the shelves.
1. True
  2. False
- 2-12. Which of the following pairs of items would be a good example of two items of ship's store stock correlated properly in the retail store?
1. Toothpaste stowed near toothbrushes
  2. Perfume stowed near bracelets
  3. Cigarettes stowed near uniform items
  4. Soap stowed near crackers
- 2-13. Decorations are used in the sales outlets for which of the following reasons?
1. To arouse customer interest
  2. To alert customers to coming events
  3. To add to the appearance of the display merchandise
  4. All of the above
- 2-14. What is the maximum time that decorations may remain in a display without being refreshed or changed?
1. 1 month
  2. 2 months
  3. 3 months
  4. 1 week
- 2-15. ROM-generated shelf labels are used in the retail store to eliminate the need for individual price marking.
1. True
  2. False

2-16. Shower shoes do not lend themselves to individual price marking. Where should the price for shower shoes be displayed so the customer knows how much they cost?

1. On a price list posted in the ship's store office
2. On a piece of paper located near the cash register
3. No price needs to be displayed if the retail store operator has a copy of the price list
4. On the bin or shelf holding the shower shoes by use of a sign, price list, or shelf label

2-17. What price marking system should the retail store operator use to display prices on items located in the retail store?

1. Price marker or price tags
2. Grease pencil
3. Crayons
4. Each of the above

2-18. Prices displayed on merchandise in the retail store should only be changed by the operator on the authority of a Retail Price Change, NAVSUP Form 983, approved by what officer?

1. Ship's store officer
2. Supply officer
3. Disbursing officer
4. Commanding officer

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Learning Objective: Determine the procedures for using the cash register in the sales outlet.

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2-19. Which of the following individuals is/are allowed access to the cash register in the retail store for ringing up sales?

1. The ship's store officer
2. The designated cash collection agent
3. The retail store operator
4. All of the above

2-20. When, if ever, may the cash register in the sales outlet be installed in an area where the customer does not have a view of the amount rung up?

1. When the cash register is installed in a walk-in store
2. When making sales directly from the bulk storeroom
3. When the cash register provides the customer with an itemized receipt
4. Never

2-21. The cash register keys will be in the custody of which of the following individuals?

1. The leading petty officer
2. The sales outlet operator
3. The person making collections
4. The agent cashier

2-22. What action should the sales outlet operator take when the retained cash register tape in the cash register has run out?

1. Continue using the register until the end of the day
2. Remove the detailed tape so it will not jam and continue ringing up sales until cash collections are made
3. Remove the tape and install a new register tape provided by the ship's store officer
4. Contact the ship's store officer or designated cash collection agent and have the tape changed before ringing up any additional sales

2-23. When arranging money in a drawer with less than five compartments, where should you place the personal checks?

1. Underneath the twenties
2. Under the cash tray
3. In a drawer next to the twenties not being used
4. Underneath the ones

2-24. When new bills are placed in the cash register, what action should the cash register operator take to prevent errors in giving change?

1. Place the new bills in a drawer by themselves in the cash register
2. Place the new bills under the ones rolled together
3. Tear a corner off of each new bill
4. Turn the corner up on each new bill

2-25. Most errors involving the cash register occur at which of the following times?

1. When the cash is being collected at the end of the business day
2. When the cash register operator exchanges money with the customer
3. When the cash register operator is placing the change fund in the register
4. When the cash register operator is ringing up sales

2-26. Under what conditions may the cash register operator ring up more than one item at a time on the cash register?

1. When the retail store is very busy
2. When the items are of low cost and can be added together easily in the operator's head
3. When a calculator is available for the cash register operator to use
4. When the cash register is designed to total more than one item at a time

2-27. The customer makes a purchase of \$3 and gives you a \$5 bill for payment. Where should you place the \$5 bill while making change ?

1. On the change plate of the register
2. On the counter near the register
3. In the \$5 compartment OF the cash drawer
4. On the keys of the cash register

2-28. A customer gives you a \$10 bill to pay for merchandise valued at \$7.50. As you give change to the customer, how do you count it?

1. Count up \$2.50 as you take the change from the cash register and count from \$7.50 to \$10.00 as you hand the change to the customer
2. Count up to \$2.50 as you take the change from the cash register and repeat the same count as you hand the change to the customer
3. Count \$7.50 to \$10.00 as you take the change from the cash register and repeat the same count as you hand the change to the customer
4. Count from \$7.50 to \$10.00 as you take the change from the cash register and count up to \$2.50 as you hand the change to the customer

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Learning Objective: Identify the procedures for handling ship's store funds in the sales outlets aboard ship.

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2-29. Payment for merchandise purchased in the ship's store may be made by which of the following methods?

1. U.S. currency
2. Personal check
3. Traveler's check
4. All of the above

- 2-30. For what amount over the purchase price, if any, may traveler's checks be accepted in the ship's store?
1. \$5
  2. \$10
  3. \$25
  4. None
- 2-31. Which of the following kinds of personal checks is acceptable in the ship's store?
1. A personal check for the amount of purchase only
  2. A personal check for \$5 over the amount of purchase
  3. A two-party check
  4. Each of the above
- 2-32. The sales outlet operator should verify the purchaser's signature and social security number on the personal check with which of the following identification cards?
1. State driver's license
  2. Armed forces identification card
  3. Major credit card
  4. Automatic bank teller card
- 2-33. A change fund is advanced to the sales outlet operator for use as change during the business day. The amount of change fund advanced to the sales outlet operator is determined by what officer?
1. Supply officer
  2. Ship's store officer
  3. Disbursing officer
  4. Commanding officer
- 2-34. What form is signed by the sales outlet operator to receipt for change funds?
1. NAVSUP Form 470
  2. NAVSUP Form 464
  3. NAVCOMPT Form 2114
  4. NAVCOMPT Form 153
- 2-35. When will the sales outlet operator return the funds advanced for change to the person providing the funds?
1. At the end of the month
  2. At the start of the business day
  3. At the close of the business day before the register reading is taken
  4. At the end of each accounting period
- 2-36. All cash refunds on defective merchandise are processed on what form?
1. NAVSUP Form 972
  2. NAVSUP Form 973
  3. NAVSUP Form 977
  4. NAVSUP Form 978
- 2-37. What official must approve all refund vouchers before the customer can receive a cash refund?
1. The sales outlet operator
  2. The ship's store officer
  3. The commanding officer
  4. The leading Ship's Serviceman
- 2-38. What will the sales outlet operator do with the completed refund voucher?
1. Forward it to the ship's store officer for filing
  2. Place it under the cash tray in the cash register until daily collections
  3. Give it to the leading Ship's Serviceman
  4. Ring it up in the cash register and hold it in the cash drawer until collections are made

- 2-39. When a personal check written for purchase in the ship's store is returned due to insufficient funds, what will the ship's store officer do with the check?
1. Reimburse the disbursing officer for the amount of the check from the ship's recreation fund and hold the check in the cash register until it is settled
  2. Reimburse the sales outlet operator for the loss and place the check in the safe in a sealed envelope until it is settled
  3. Reimburse the disbursing officer for the amount of the check from the retail store cash register and hold the check in the register until it is settled
  4. Hold the check in the cash register and file a written report to the Navy Resale and Services Support Office

- 2-40. After what time period is a personal check returned to the ship due to insufficient funds considered uncollectible?

1. 1 year
2. 5 years
3. 6 months
4. 4 months

- 2-41. When a personal check is not settled by the end of the accounting period, what action should the retail store operator take?
1. Request a markdown to zero for the amount of the check from the ship's store officer
  2. Survey the check to the Navy Stock Fund
  3. Include the check on the inventory prelisting
  4. Forward the personal check to the disbursing office for action

- 2-42. ROM users will accomplish which, if any, of the following actions to adjust the accountability of the retail store for losses incurred from dishonored checks?

1. The amount of the checks is surveyed to the Navy Stock Fund on the DD Form 200 and the appropriate survey data is entered in the ROM survey function
2. A separate intrastore transfer is created by ROM users for dishonored checks, breaking back the amount of the checks from the retail store to the bulk storeroom
3. A money value only DD Form 1149 is prepared for dishonored checks and the appropriate expenditure information is entered in the ROM miscellaneous expenditure function
4. None of the above; the loss is absorbed in the cost of retail sales and no action is required by ROM users

- 2-43. When, if ever, is retail merchandise located in the retail store sold at cost price?

1. When group sales are made to troops attached to the ship
2. When making health and comfort issues
3. When bulk sales are made to a ship not operating a ship's store and your ship does not provide that ship a composite recreation fund
4. Never

- 2-44. When payment is not received for bulk sales at the time the merchandise is delivered from the retail store, what action should the retail store operator take?
1. Make a list of the items taken and retain this list under the cash tray in the register until payment is received
  2. List the items taken on a summary NAVSUP Form 973, retain one copy in the cash register under the cash tray until payment is received, and forward the original to the ship's store office
  3. Maintain a copy of the Requisition and Invoice/Shipping Document, DD Form 1149, for bulk sales under the cash tray in the cash register until payment is received
  4. List the items taken on an Inventory Count Sheet, NAVSUP Form 233, retain the blue copy in the cash register under the cash tray, and forward the white, yellow, and pink copies to the ship's store office
- 2-45. ROM users must enter the amount of cash collected from bulk sales in the ROM cash receipt function using what store number?
1. 99
  2. 98
  3. 96
  4. 95
- 2-46. The sale of traveler's checks through the ship's store requires the approval of what officer?
1. Commanding officer
  2. Disbursing officer
  3. Ship's store officer
  4. Supply officer
- 2-47. During normal store hours, where will the retail store operator hold the working stock of traveler's checks?
1. In an empty cash drawer in the cash register
  2. Under the cash tray in the cash register
  3. Under the counter within reach from the cash register
  4. Stowed securely in a three-combination safe
- 2-48. What is the minimum amount of sale of traveler's checks the retail store operator can make to one customer?
1. \$100
  2. \$50
  3. \$25
  4. \$5
- 2-49. You have just sold traveler's checks to one customer with a face value of \$600. What total amount should you collect from the customer?
1. \$601.98
  2. \$604.02
  3. \$606.00
  4. \$612.00
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- Learning Objective: Identify the procedures for collecting cash in the retail store.
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- 2-50. What individual is responsible for collecting and depositing funds received from sales in the ship's store?
1. Ship's store officer
  2. Disbursing officer
  3. Supply officer
  4. Commanding officer
- 2-51. How often will cash be counted and collected in the retail store when locked moneybags and a night depository safe are not used?
1. Monthly
  2. Weekly
  3. Twice a week
  4. Daily

- 2-52. All cash including change funds will be collected from the retail store at which of the following times?
1. At the end of each accounting period
  2. When the retail store is closed for 72 hours or more
  3. When the ship's store officer is relieved
  4. All of the above
- 2-53. How will the person making collections compute the total cash that should be collected?
1. Current register reading plus the previous day's register reading minus any change fund
  2. Current register reading plus change fund minus the previous day's register reading
  3. Current register reading minus the previous day's register reading minus any change fund
  4. Current register reading minus previous day's register reading plus the change fund
- 2-54. When the retail store operator is delivering all cash including change funds to the cash collection agent, how often, at a minimum, should the cash collection agent take the register readings?
1. Once weekly
  2. Twice weekly
  3. Three times weekly
  4. Every day

- 2-55. When moneybags are issued to the retail store operator, they have two keys that come with each bag. One is retained by the retail store operator. What happens to the other key?
1. Retained by the supply officer in a duplicate key locker
  2. Kept in a sealed envelope in the ship's store officer's safe
  3. Retained in the personal custody of the person making collections
  4. Exchanged each duty day by the offgoing and oncoming duty supply officers
- 2-56. The combination to the night depository safe is known by which of the following individuals?
1. Disbursing officer
  2. Ship's store officer
  3. The designated cash collection agent
  4. Both 2 and 3 above
- 2-57. When using the night depository safe, the person making collections will take the cash register readings at what time?
1. At the close of business the day the deposit is made
  2. At the close of business the following day
  3. Before the start of business the following day
  4. Before the end of the week
- 2-58. A change fund of over \$50 may be left in the cash register overnight if approved by what officer?
1. Disbursing officer
  2. Ship's store officer
  3. Type commander
  4. Commanding officer

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Learning Objective:  
the documents used by the sales outlet operator to account for cash collected in the ship's store.

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- 2-59. The Cash Receipt Book, NAVSUP Form 470, for the retail store is kept in the custody of what individual?
1. The ship's store officer
  2. The cash collection agent
  3. The disbursing officer
  4. The retail store operator
- 2-60. How often is the ship's store officer required to compare the amounts entered in the Cash Receipt Book, NAVSUP Form 470, with the amounts entered in the ROM system?
1. Daily
  2. Twice a week
  3. Once a week
  4. Monthly
- 2-61. When an error is made in the cash receipt book, what should be done to correct it?
1. Draw a line through the error, write the correct information above the error, and both the sales outlet operator and the person making collections initial the line-out
  2. Draw a line through the entire line, write the correct information in the following space, and both the sales outlet operator and the person making collections initial the line-out
  3. Draw a line through the entire line, write the correct information above it, and both the sales outlet operator and the person making collections initial the line-out
  4. Erase the entire error and enter the correct information
- 2-62. What is the disposition of the Overring/Refund voucher, NAVSUP Form 972, once the retail store operator gives it to the person making collections?
1. The amount of the overring/refund voucher is entered in the cash receipt book for information purposes only and the NAVSUP Form 972 is stapled to the applicable page of the NAVSUP Form 470
  2. The Overring/Refund Voucher, NAVSUP Form 972, is disposed of once a separate entry is made in both the NAVSUP Form 470 and NAVSUP Form 469 and is included in the total cash collections for the month
  3. A separate entry is made in both the NAVSUP Forms 469 and 470 and the Overring/Refund Voucher, NAVSUP Form 972, is stapled to the applicable page of the NAVSUP Form 469; the amount of the overring/refund voucher is not included in the total collections for the month
  4. The overring/refund voucher is entered in the Cash Register Record, NAVSUP Form 469, for information purposes and then turned over to the disbursing officer for filing
- 2-63. At the end of the month, the sales outlet operator will total up the amounts in the Cash Receipt Book, NAVSUP Form 470. The total figure computed by the sales outlet operator must match the total figure shown on what form?
1. NAVSUP Form 464
  2. NAVSUP Form 469
  3. NAVSUP Form 977
  4. NAVSUP Form 978

2-64. When the person making collections is the cash collections agent, the ship's store officer will review the cash receipt book for each sales outlet at least how often?

1. Monthly
2. Weekly
3. Twice a week
4. Daily

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Learning Objective: Identify the general procedures followed when theft or fraud occurs in the ship's store operation.

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2-65. To prevent theft in a walk-in retail store, the retail store operator should take which of the following precautions?

1. Keep a close watch on customers
2. Allow only a limited number of customers in the retail store at a time
3. Do not allow customers to shop in the retail store wearing heavy jackets
4. All of the above

2-66. After a ship's store space has been broken into, it is reported to the commanding officer and an informal investigation is made for what purpose?

1. To determine who is responsible for the theft
2. To reveal the extent of the loss
3. To determine what structural damage was done
4. To use the findings as evidence in the event of a court-martial

2-67. When can a ship's store space be reopened for business after being broken into?

1. After the person responsible for the breakin is captured
2. After all disciplinary action as required by the UCMJ is resolved
3. After inventory is accomplished and accountability reestablished
4. After an action report is received by the commanding officer from the Naval Supply Systems Command

2-68. Which of the following examples of mishaps in the ship's store operation would be considered fraud?

1. The ship's store officer changes the ship's store afloat financial control record and supporting documents to conceal a large loss in the retail store
2. The leading Ship's Serviceman steals an expensive watch during a working party and reports to the ship's store officer that the working party stole it
3. The retail store operator is not ringing up all sales in the retail store and is placing the excess amount of money in his or her pocket
4. All of the above

2-69. After the commanding officer receives a report of fraud in the ship's store operation, he or she will direct the ship's store officer to conduct an informal examination.

1. True
2. False

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Learning Objective: Identify the general procedures used for inventorying and restocking the sales outlet. (cont'd)

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2-70. Physical inventory is taken in the retail store at which of the following times?

1. When the retail store operator is relieved
2. At the end of each accounting period
3. When directed to do so by higher authority
4. All of the above

2-71. What individual is responsible for the inventory in the sales outlets?

1. The ship's store officer
2. The leading Ship's Serviceman
3. The sales outlet operator
4. The ship's store recordskeeper

2-72. When sufficient personnel are not available for inventory, how many persons may be assigned to each inventory team?

1. One
2. Two
3. Three
4. Four

2-73. Which of the following individuals may NOT be assigned to an inventory team?

1. An E-6 Storekeeper (SK)
2. The ship's store officer
3. The ship's store recordskeeper
4. An E-7 Mess Management Specialist (MS)

2-74. The inventory layout sketch for one of the sales outlets will show which of the following information?

1. Personnel assignments
2. Fixture numbers
3. Stock arrangements
4. All of the above

2-75. The layout sketch for each sales outlet is prepared by what individual?

1. The sales outlet operator
2. The ship's store officer
3. The leading Ship's Serviceman
4. The ship's store recordskeeper